

CapMetro Fare-Free Service to Continue Through May

Continued fare suspension will minimize interactions, help protect customers and staff.

AUSTIN, Texas (April 27, 2020) - CapMetro will continue the implementation of free fares for all customers through the month of May. The agency first suspended its fares on April 1 to protect customers and staff during the COVID-19 pandemic.

Fare-free service helps our community practice social distancing by eliminating the need for customers to show their pass, pay the operator or use the farebox. It also speeds boarding and reduces crowding at vehicle entrances.

The fare-free period is not meant to encourage any additional ridership. We ask our customers to use transit for essential trips only during the Stay Home-Work Safe shelter-in-place period.

MetroAccess customers will still be required to show a valid ID before boarding

CapMetro connects people to healthcare jobs, grocery stores and other critical services. Our fare suspension also provides financial relief for those making these essential trips during uncertain times.

We are working around the clock to ensure a clean and safe environment for our operators and customers. Temporary staff have been stationed throughout the system to provide additional bus, rail and transit facility cleaning.

In addition, customers may only board using the rear door, and a yellow chain barrier has been installed on buses to provide separation for our operators and to protect their health and safety. Customers who need to board through the front door for mobility reasons may still do so. Skip-a-seat signage is present on all CapMetro vehicles to encourage social distancing.

All bus and rail operators have been provided with facial coverings, and all customers are required to wear facial coverings while using CapMetro services. If a customer does not have their own face covering, our bus supervisors and security officers can provide one.

We urge everyone to continue practicing good hygiene to help slow the spread of germs, including washing their hands frequently, sneezing or coughing into their arm, and staying home. Our customers and employees are asked to practice social distancing, which could mean staying at least six feet away from your neighbor when aboard the bus or in any other public space and avoiding unnecessary travel.

CapMetro will continue to monitor developments and use every available resource to keep customers, employees and the community healthy and safe.

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